

Bennochty Lodge Care Home Care Home Service

31A Bennochty Road
Kirkcaldy
KY2 5QY

Telephone: 01592 642000

Type of inspection:

Unannounced

Completed on:

11 September 2019

Service provided by:

Tamanna Anjum

Service provider number:

SP2014986584

Service no:

CS2014334073

About the service

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

Bennoch Lodge Care Home is registered to provide 24 hour care and support to a maximum of 17 older people. At the time of our inspection visit, this small home was full and presented a homely, pleasant environment.

The provider is Tamanna Anjum and the service has been registered with the Care Inspectorate since 18 December 2015. At the time of our inspection visit, Tamanna was acting manager and available to support the business of inspection.

During this inspection we used the 'Health and Social Care Standards' to help evaluate the quality of service provided and people's experiences. The standards can be accessed at www.gov.scot.

The home is in Kirkcaldy and blends well into the surrounding area. The home is easily accessible by public transport. It is a single-storey building and all bedrooms are single rooms with en suite toilets. People living here have easy access to a well maintained, secluded garden area.

What people told us

The views of people living in Bennoch Lodge and their relatives were gathered throughout the visit. We had also received fourteen completed care standards questionnaires from relatives, residents and staff.

We were pleased to see a very high level of staff satisfaction recorded within returned questionnaires. They reported feeling involved with and very well supported by, management. As a result we could be confident that the positive culture of care observed, could be sustained.

Our inspection benefited from support from our inspection volunteer scheme* and this enhanced our ability to gather views. All of the feedback we were given, reflected a very high level of satisfaction with all aspects of the service and comments included:

- "all the staff are very friendly, well dressed and very kind to patients and relatives"
- "no concerns or complaints, all staff work great as a team or solo"
- "everything is okay"
- "just accept things as they are"
- "it's quiet here better than being rowdy"
- "no complaints, staff are excellent"
- "no worries when I go to bed"
- "meals are good"
- "quite happy here"
- "genuinely kind and caring".

*An inspection volunteer is a member of the public who volunteers to work alongside the Care Inspectorate inspectors during the inspection process. Inspection volunteers have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services.

The inspection volunteer's role is to speak to people using the service (and potentially their family carers, friends or representatives) being inspected and gather their views. In addition, where the inspection volunteer makes their own observations from their perspective as a recipient or a carer, these may also be recorded.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	not assessed
How good is our staffing?	not assessed
How good is our setting?	not assessed
How well is our care and support planned?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

People using registered care services can expect to experience high quality care and support where they and/or their representatives are fully involved in decisions made about their care and support. We have evaluated Bennoch Lodge as providing a very good quality of care and support.

Following our observations, discussions and sampling records, we could be confident that the service was supporting positive outcomes for people. We recognise that self-evaluation and improvement planning remained at an early stage but were encouraged by the performance of staff and management which reflected a positive approach and the desire to improve.

People living in Bennoch Lodge benefit from the provision of nursing care by staff who get to know them very well and in terms of the processes of assessment and access to other community healthcare professionals, as required.

We discussed the opportunities presented by the ever-changing care and support needs of people living in Bennoch Lodge, which included:

- developing staff awareness and understanding of managing any distress displayed by people in their care and the challenges presented by communal living, even within a small home and
- updating staff knowledge around maintaining skin integrity and the prevention of pressure ulcers.

Management and staff demonstrated compassion in terms of a caring and patient approach to the delivery of care and support. All observed interactions were very good with warmth, respect and good humour. We discussed further developing staff understanding of the health and social care standards as a way to support their skills and outcomes for people. With a small team working in all areas of the home, we would expect this to include ancillary staff.

Feedback from residents and visitors was positive and included them feeling listened to. Our own observations verified that residents' rights were being respected and we could be confident in their choices, independence and privacy being a priority and well maintained.

Relatives verified that the opportunity to remain connected when living in Bennoch Lodge had had a positive impact on their loved ones wellbeing and as a result, their relationship with them. This in turn had contributed to their own sense of wellbeing. Feedback had included a direct reference to one person's experience of a better relationship now that their loved one was relaxed, and had no worries to concern them.

It was reassuring to hear that staff were held in high regard, the laundry was well-managed, meals were enjoyed and there was confidence in management. Staff demonstrated a clear understanding of their role and responsibilities and residents reported feeling safe, day and night. We were pleased to see the garden was a real asset and could be confident in the ongoing refurbishment of facilities.

A further strength identified was in the provision of meaningful activity and it being integral to the care and support being provided and in terms of choices. The staff clearly knew the people in their care and friends and relatives made an essential contribution.

How good is our leadership?

This key question was not assessed.

How good is our staff team?

This key question was not assessed.

How good is our setting?

This key question was not assessed.

How well is our care and support planned?**5 - Very Good**

People using registered care services and or their family/representatives can expect to be fully involved in assessing their needs. This should be supported by the right staff and be carried out on a regular basis.

We have evaluated Bennochty Lodge as very good in recognition of the comprehensive assessments made when a person is being admitted and which then go on to inform staff practice. We would encourage the provider to continue to monitor all record keeping to ensure current standards in completion are maintained.

We were encouraged that staff fully understood the legal implications of maintaining proper records and could demonstrate the role that good record keeping played in supporting communication. We would encourage the provider to develop record keeping to reflect how the care and support delivered, was aimed at maintaining a person's unique identity.

We recognised the strong nursing influence within record keeping and we discussed where good practice guidance could be found and further developing staff understanding of the health and social care standards as ways to improve practice and reflect good outcomes, within records.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People experience compassion, dignity and respect	5 - Very Good
1.2 People get the most out of life	5 - Very Good
1.3 People's health benefits from their care and support	5 - Very Good

How well is our care and support planned?	5 - Very Good
5.1 Assessment and care planning reflects people's planning needs and wishes	5 - Very Good

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